

**POLICY NUMBER: DCOM 9.8**  
**MENTAL HEALTH SERVICES**

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**I. PURPOSE**

To ensure all students have confidential access to an effective system of counseling and mental healthcare 24 hours a day, 365 days a year, from all locations where students receive education from LMU-DCOM.

**II. POLICY STATEMENT**

In accordance with the Commission on Osteopathic College Accreditation (COCA) Element 9.8 it is policy of LMU-DCOM to provide its students with confidential access to mental health services 24 hours a day, 365 days a year, from all locations where students receive education.

**III. DEFINITIONS**

N/A

**IV. AUDIENCE**

This policy applies to all stakeholders (faculty, staff, students, administration, and community members) interested in learning more about the mental health services provided to LMU-DCOM students.

**V. COMPLIANCE**

Compliance will be ensured by:

**COCA Standard 9, Element 8:**

“A COM must provide its students with confidential access to an effective system of counseling and mental healthcare. A mental health representative must be accessible 24 hours a day, 365 days a year, from all locations where students receive education from the COM.”

**VI. ROLES AND RESPONSIBILITIES**

**LMU-DCOM Office of Student Services:** Responsible for ensuring students can obtain mental health services 24 hours a day, 365 days a year, from all locations where education is taking place.

**Responsible Office:** LMU-DCOM Office of Student Services; LMU Office of Mental Health Services.

**Responsible University Officer:** LMU-DCOM Assistant/ Associate Dean of Student Affairs; Director, LMU Office of Mental Health Counseling.

**Policy Oversight Committee:** LMU-DCOM Policy Process Committee

## **VII. STANDARDS**

N/A

## **VIII. PROCEDURE**

### **Mental Health Counseling Policies and Procedures**

Students have access to confidential mental health counseling and care. The staff of the Lincoln Memorial University Office of Mental Health Counseling helps current students overcome the personal, career, and academic concerns that often stand in the way of them reaching their full potential. The office operates as the primary mental health service for undergraduate, graduate, and professional students enrolled at the University and Counseling services are available at both the Harrogate and Knoxville locations.

Counselors provide free, short-term treatment typically lasting between five to eight sessions per semester, however, treatment may extend beyond eight sessions when appropriate. Counseling provides an opportunity for students to explore their unique problems, difficulties, and concerns with a licensed mental health professional in a safe and confidential environment. In addition, the office offers crisis intervention and psychoeducation/training for the campus community. If students require long-term counseling or treatment needs exceed the scope of our practice, the counselors will work with students to find appropriate off-campus treatment options. Students who secure services in the community are responsible for paying for those services. Most community providers accept insurance.

Some have a sliding scale fee schedule for students who do not have insurance that covers mental health services. Information regarding counseling services is found on the following website: <https://www.lmunet.edu/counseling/services-provided>. In addition, on an annual basis, LMU provides opportunities for faculty to engage in developmental sessions related to dealing with troubled or difficult students as well as training related to suicide prevention.

**LMU Counseling Office:** 423-869-6277

**Harrogate Area Services:** Counselors are available at the LMU Harrogate location. For more information or to schedule an appointment, go to:

<https://www.lmunet.edu/counseling/schedule-an-appointment>. As needed, the counselors will make referrals for students.

**Knoxville Area Services:** Counselors are available at the LMU Knoxville. For more information or to schedule an appointment, go to:

<https://www.lmunet.edu/counseling/schedule-an-appointment-knoxville>. As needed, the counselors will make referrals for students.

**Distance Services:** StudentLife by Empathia® has partnered with Lincoln Memorial University to offer 24/7, expanded mental health and daily life services. StudentLife acts as an extension to your onsite resources by providing students with expert assistance and

practical resources for addressing mental health concerns, substance abuse, personal problems, balancing school and other obligations and many other issues. Faculty and staff also have access to a 24/7 consultation service that can assist with addressing student performance and wellbeing, as well as crisis situations. StudentLife is free and confidential support with a focus on addressing barriers to academic success.

Mental health support is available in such areas as:

- Stress, depression and personal problems
- Balancing school and personal needs
- Relationship concerns
- Alcohol or drug dependency
- Managing anger or other negative emotions

Resources for daily life are available in such areas as:

- Financial consultation and resources to set up a budget, establish good credit, learn more about student loan options, planning for managing debt, etc.
- Legal consultation with an attorney either over the phone or face-to-face for consumer law, traffic citations, fender benders, landlord-tenant issues, etc.
- Finding volunteer opportunities
- Finding housing options and resources
- Locating transportation options
- Problem-solving for addressing food insecurities
- Identifying child care resources and guidance
- Finding service providers after a move
- ...and much more

Faculty and staff can contact StudentLife for consultation and support in addressing such student-related concerns as:

- Talking to a student about class performance
- A student's personal problem
- Suspected drug or alcohol use impacting grades
- Interpersonal conflicts affecting class participation
- Establishing clear, attainable expectations
- Addressing crisis situations, such as a violent incident, death of a student or a natural disaster

**Additional Emergency Service Numbers:**

- National Suicide Prevention HelpLine:
  - o Call: 800-273-8255, press 1 (TALK)

- Chat online: <https://suicidepreventionlifeline.org/>
- For deaf & hard of hearing via TTY: 800-799-4889
- Veterans Crisis Line:
  - Call: 800-273-8255, press 1
  - Chat online: <https://www.veteranscrisisline.net/>

### **DCOM Strong Wellness Initiative:**

DCOM Strong is a wellness initiative created to give LMU-DCOM students the opportunity to maintain emotional, physical, financial, social, and academic wellness throughout all four years of their medical school journey. DCOM Strong aims to empower not only those faced with mental health issues, but also the entire local community- to assess, confront, and educate while in the medical profession.

The DCOM Strong Committee is comprised of students and staff representative(s) from the Office of Admissions and Student Services. OMS-III and OMS-IV student representatives located off campus at rotation sites are invited to participate in committee meetings by conference call. The committee meets once per month to review progress, plan upcoming programs, and discuss the growth of the initiative. There will be separate and equivalent committees on the Harrogate and Knoxville campuses.

Students can apply to be a Student Leader of any of the individual wellness categories (emotional, physical, financial, social, and academic). The Office of Admissions and Student Services select one student per category. Student Leaders are required to plan at least one event per semester within their wellness area.

## **IX. CONTACT INFORMATION**

For more information regarding this policy, please contact the Office of Student Services at LMU-DCOM, [DCOMDOS@LMU.net](mailto:DCOMDOS@LMU.net), LMU Office of Mental Health Counseling at 423-869-6277.

## **X. DOCUMENT HISTORY**

Approved by LMU-DCOM Dean's Council:	5/11/22
Approved by LMU Office of General Counsel:	5/19/22
Approved by LMU-DCOM Deans Council:	6/1/22
<i>(Editorial changes only)</i>	
Updated to Version S23.1	6/19/23
<i>(Editorial changes only)</i>	

## **XI. FORMS**

### **Services Provided**

<https://www.lmunet.edu/counseling/services-provided>

**Counselor Contact Information**

<https://www.lmunet.edu/counseling/contact-your-counselor>

**Counseling Center Frequently Asked Questions**

<https://www.lmunet.edu/counseling/faqs>

**Emergencies and After-Hours Information**

<https://www.lmunet.edu/counseling/mental-healthlife-threatening-emergencies>

**Community Resources**

<https://www.lmunet.edu/counseling/resources>

**Appointment Scheduling**

General:

<https://www.lmunet.edu/counseling/schedule-an-appointment>

Harrogate Scheduling:

<https://www.lmunet.edu/counseling/schedule-an-appointment>

Knoxville Scheduling:

<https://www.lmunet.edu/counseling/schedule-an-appointment-knoxville>

**Counseling Session Survey (Data Gathering/Assessment)**

<https://www.lmunet.edu/counseling/counseling-survey>

**Student Handbook (2022-2023)**

<https://www.lmunet.edu/debusk-college-of-osteopathic-medicine/documents/DCOMStudentHandbook.pdf#page=35>

**StudentLife by Empathia**

<https://members2.studentlifeservices.com/portal/welcome/sso>

**Mental Health Counseling**

- Harrogate Campus, Monday-Friday, 8am-4:30pm,  
<https://www.lmunet.edu/counseling/schedule-an-appointment>
- Knoxville area locations/sites, Monday-Friday, 8am-4:30pm,  
<https://www.lmunet.edu/counseling/schedule-an-appointment-Knoxville>
- LMU-DCOM Students on Rotations, StudentLife by Empathia, hours vary, 1-844-562-2055

**After Hours Emergencies**

- All locations, Monday-Friday after 4:30pm and Saturday-Sunday 24 hours, also available on holidays and when LMU is closed for inclement weather, 423.869.6277
- All calls during these times are forwarded to a professional call center staffed by mental health counselors.

**Additional Online Resources**

- National Suicide Prevention Hotline, 800.273.8255, <https://suicidepreventionlifeline.org/>
- Veterans Crisis Line, 800.273.8255, press 1, <https://www.veteranscrisisline.net/>